

Complaint about childcare provision

EY549611/C342804

Date: 18/04/2018

Summary of complaint

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If a provider finds they are not meeting the requirements, they can take action to ensure they put matters right.

On 23 March 2018 we were notified by the provider that they had not met some of these requirements. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

The provider took prompt and appropriate action to comply with the requirements of registration by:

ensuring all staff complete additional allergy management training which supports staff to promote children health and their safety

completing a thorough review of mealtimes, allergy management policies and procedures and discussing with staff to ensure a clear understanding of their roles and responsibilities

increasing the monitoring of mealtimes to ensure that procedures are followed and children are kept safe

reviewing the induction training package so that newly appointed and cover staff have a clear understanding of their roles and responsibilities with particular regard to mealtimes.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted